ITCC

May 11, 2016 – Room 438 - ITD

ITD NORTH DAKOTA INFORMATION TECHNOLOGY DEPARTMENT

Agenda

1:00	Update on EA Activity	Jeff Quast
1:20	Update on ITD Activity	Gary Vetter
1:30	Update on Agency Activities	Jeff Quast
1:40	ITD 17-19 Rates	Greg Hoffman
1:50	ITD Desktop Services Survey Results	Ron Zarr
2:00	NASCIO Midyear Conference Summary	Dan Sipes
2:10	End Point Encryption Options	Greg Hoffman
2:20	IT Planning Update	Justin Data
2:30	ITCC Chairperson	Jeff Quast
2:40	Cher Thomas Retirement	Cher Thomas
2:55	Future Agenda Items	

EA Activity

Architecture Teams Recaps

- [Security Architecture](Security%20Architecture)
- [Data Architecture](Data%20Architecture)
- [Application Architecture](Application%20Architecture)
- [Technology Architecture](Technology%20Architecture)

Reminder – Four Application Architecture Surveys thru Friday!

ITD Activity

- Brown Bag Lunch – Review
  - Mastermind Keynote with Steve Wozniak
- Chief Information Security Officer (CISO)
  - Sean Wiese
- Added content on ITD web site
  - [Application Brokering page](#)
  - [Request for Exemption page](#)
- Digital States Survey

Agency Activity

- WSI is planning to use HEAT for incident management

- BND is now using ITD's Change Management module in HEAT

- Game & Fish is developing a new 'responsive' web site, shooting for June release

2017-19 Biennium Rates

- Software Development – anticipated increase for Health Insurance premium

- EPMO fees - $2,500 for every $500,000 of project cost
  - Capped at $25,000 per project per fiscal year

- ConnectND Hosting – Security initiative with Grey Hellar and MFA.
  - Cost based on 2015-17 Appropriations and FTEs.

- Network Connectivity – remains the same for circuit bandwidth and broadband

2017-19 Biennium Rates

- Technology Fee – Security enhancements committed to in current biennium
  - Based on 2015-17 FTE counts
- Application Hosting and Servers – reduction in disaster recovery servers
- Website Hosting – Tiered
- SharePoint – Foundation will begin to phase out after 2016 release
- Application Broker Fee – based on annual contract with vendor
- Telephone Rates – remain the same

Desktop Services Rollout Survey

230 users received the survey and 72 responded

Do you consider yourself an End User, IT User or Department Head

- End User   56   77.8%
- IT Coordinator   7   9.7%
- Department Head   7   9.7%
- Other   2   2.8%

Customer Satisfaction: Professionalism & Courtesy

- Very Satisfied   61   84.7%
- Mostly Satisfied   11   15.3%
- Somewhat Satisfied   0   0.0%
- Somewhat Dissatisfied   0   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%

Customer Satisfaction: Knowledge

- Very Satisfied   54   75.0%
- Mostly Satisfied   17   23.6%
- Somewhat Satisfied   1   1.4%
- Somewhat Dissatisfied   0   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%

Customer Satisfaction: Quality

Very Satisfied	51	70.8%
Mostly Satisfied	17	23.6%
Somewhat Satisfied	4	5.6%
Somewhat Dissatisfied	0	0.0%
Mostly Dissatisfied	0	0.0%
Very Dissatisfied	0	0.0%

Customer Satisfaction: Value

- Very Satisfied   47   65.3%
- Mostly Satisfied   16   22.2%
- Somewhat Satisfied   7   9.7%
- Somewhat Dissatisfied   2   2.8%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%

Customer Satisfaction: Responsiveness to your agency requests

- Very Satisfied   51   70.8%
- Mostly Satisfied   17   23.6%
- Somewhat Satisfied   4   5.6%
- Somewhat Dissatisfied   0   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%

Customer Satisfaction: Availability of resources to assist with your requests

- Very Satisfied   48   66.7%
- Mostly Satisfied   20   27.8%
- Somewhat Satisfied   3   4.2%
- Somewhat Dissatisfied   1   1.4%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%

Professional Services: Service Desk

- Very Satisfied   48   66.7%
- Mostly Satisfied   21   29.2%
- Somewhat Satisfied   0   0.0%
- Somewhat Dissatisfied   1   1.4%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%
- NA   2   2.8%

Professional Services: Desktop/Hardware Support

- Very Satisfied   42   58.3%
- Mostly Satisfied   23   31.9%
- Somewhat Satisfied   2   2.8%
- Somewhat Dissatisfied   0   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%
- NA   5   6.9%

Professional Services: Software Support

- Very Satisfied   34   84.7%
- Mostly Satisfied   19   15.3%
- Somewhat Satisfied   6   0.0%
- Somewhat Dissatisfied   0   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%
- NA   13   18.1%

Professional Services: Selection of hardware from the ITD store

- Very Satisfied   23   84.7%
- Mostly Satisfied   11   15.3%
- Somewhat Satisfied   4   0.0%
- Somewhat Dissatisfied   0   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%
- NA   36   51.4%

Professional Services: Old device/computer disposal process

- Very Satisfied   24   33.3%
- Mostly Satisfied   7   9.7%
- Somewhat Satisfied   4   5.6%
- Somewhat Dissatisfied   0   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%
- NA   36   51.4%

Professional Services: Hardware transfer process

- Very Satisfied   27   37.5%
- Mostly Satisfied   11   15.3%
- Somewhat Satisfied   4   5.6%
- Somewhat Dissatisfied   2   0.0%
- Mostly Dissatisfied   0   0.0%
- Very Dissatisfied   0   0.0%
- NA   28   38.9%

Endpoint Encryption Options

- This slide has been removed for security purposes. Contact the ITD Service Desk at 328-4470 if more information is needed.

IT Planning Update

- Demo of the SharePoint sites for agencies
- Updated content on the web site

ITCC Chairperson

Options for Chairperson

- Nominations/volunteers for a new Chair, CIO appoints
- Each month is a 'Spotlight' agency and that agency Chairs
- Jeff Facilitates and there is no Chair

Chairperson Responsibilities

- Liaison with other agencies
- Help plan ITCC agenda
- Promote the ITCC to other agencies to encourage involvement

THANK YOU

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